

## Introduction

**Thank you for taking the 2019 Survey on Print Management Strategies. The information your agency shares will be helpful for other agencies to learn best practices.**

**WAC 200-380-030(3) directs state agencies, boards, commissions and institutions of higher education to communicate their print strategies, policies, and procedures annually to demonstrate how they are increasing state government efficiencies and savings. For the purposes of this survey, we use the term “agency” to mean state agencies, boards, commissions, and higher education institutions. Completion of this survey fulfills your agency’s annual reporting requirement.**

**Before you begin the survey, we recommend you:**

- A. Review the topic and questions for each section.**
- B. Go over the PDF of this survey with your team.**
- C. Gather the information you need to respond to the questions.**

## Basic Agency Information

\* 1. What is the official name of your agency?

\* 2. Who is completing this survey?

Name:

Title:

Email address:

Phone number:

\* 3. Please list the primary contact for print management policy implementation in your agency.

Name:

Title:

Email address:

Phone number:

\* 4. Is there a secondary contact for print management in your agency?

☐ Yes

☐ No

\* 5. Please list the secondary contact for print management policy implementation in your agency.

Name

Title

Email address

Phone number

\* 6. Does your agency have a representative on the Statewide Print Management Strategies Team?

*The Statewide Print Management Strategies Team is an ad hoc forum facilitated by Enterprise Services, supporting collaboration on print management best practices to develop a community of efficient and economical printing in Washington. Enterprise Services strongly encourages every agency, board, commission, and institution of higher education to have at least one representative on the team.*

☐ Yes

☐ No

\* 7. How many full time equivalent employees (FTEs) does your agency employ?

☐ 1-9

☐ 500-999

☐ 10-99

☐ 1,000+

☐ 100-499

## Topic B. Print Management Implementation Status

**"Print management" is the overarching general term that applies to the management of all agency printing operations, including agency self-service and supplier generated printed material, services, and/or equipment. WAC 200-380 requires all state agencies, boards, commissions and institutions of higher education to have a print management policy, standards and procedures.**

**\* 8. What is the status of your print management policy?**

*If your agency has adopted policies, standards and/or procedures and you have not previously submitted them -- or they have been revised or adopted since previously submitted -- please submit these documents to:*

*[Printmanagement@des.wa.gov](mailto:Printmanagement@des.wa.gov). Electronic submission of adopted policies, standards, and procedures is necessary to fulfill annual reporting requirements.*

- ☐ Adopted during or prior to this reporting period ☐ Planned adoption by the end of fiscal year 2021
- ☐ Planned adoption by the end of fiscal year 2020
- ☐ Other (please specify)

**\* 9. What is the status of your print management procedures?**

*If your agency has adopted policies, standards and/or procedures and you have not previously submitted them -- or they have been revised or adopted since previously submitted -- please submit these documents to:*

*[Printmanagement@des.wa.gov](mailto:Printmanagement@des.wa.gov). Electronic submission of adopted policies, standards, and procedures is necessary to fulfill annual reporting requirements.*

- ☐ Adopted during or prior to this reporting period ☐ Planned adoption by the end of fiscal year 2021
- ☐ Planned adoption by the end of fiscal year 2020
- ☐ Other (please specify)

10. What is the status of your print management standards?

***If your agency has adopted policies, standards and/or procedures and you have not previously submitted them -- or they have been revised or adopted since previously submitted -- please submit these documents to:***

***[Printmanagement@des.wa.gov](mailto:Printmanagement@des.wa.gov). Electronic submission of adopted policies, standards, and procedures is necessary to fulfill annual reporting requirements.***

- ☐ Adopted during or prior to this reporting period ☐ Planned adoption by the end of fiscal year 2021
- ☐ Planned adoption by the end of fiscal year 2020
- ☐ Other (please specify)

## Topic C. Managed Print Services

The term "managed print" refers to the internal use printing activities and related contracts for printing devices at an agency. These devices are typically for day-to-day, routine tasks and small volume official business documents. This is different from print management, which includes how agencies manage both their print procurement and their internal use printing. Managed print services are required for agencies with 1,000 or more employees per [RCW 43.19.733](#).

Even if your agency has fewer than 1,000 FTEs, managed print services can be beneficial to an organization of any size.

\* 11. Has your agency implemented managed print services?

☐ Yes

☐ No

**WAC 200-380-030(2)** requires agencies to determine “baseline costs” using life cycle cost analysis as defined by **RCW 39.26.010(14)** and includes internal use print as well as print procurement.

**Internal use print** means an agency's internal printing, which does not require a private sector print shop, or another state agency print shop. It typically includes:

- **Day-to-day administrative printing**
- **Managed print services contracts**
- **Supplies needed for plotters, copiers, or other multi-function devices and equipment**

**Print Procurement** includes all printed products produced for you. It may be produced by your agency's or another agency's in-plant print operations or other external print shops such as Enterprise Services or a commercial print vendor.

- \* 12. For this reporting period, please quantify your total print spend (Please round up to the nearest dollar, ex. \$500).

Total print related expenditures

How much of the total costs are internal use?

How much of the total costs are external print procurement?

- \* 13. If there are additional factors affecting print related expenditures in your agency, please identify.

☐ Significant staff level change (up or down)

☐ Print Services provided for another agency (*please identify name of each agency in the comment box below to avoid double counting*)

☐ Change of funding

☐ Change to legal requirements related to printed documents

☐ Cost of postage as result of change in practice

☐ Priorities of program, emphasis or curriculum

☐ Additional or reduced number of sites

☐ Print Services provided by another agency (*please identify the name of each agency in the comment box below to avoid double counting*)

☐ N/A

Other (please specify)



## Topic E. Agency Operations

***In-plant definition:*** An agency in-plant printing operation has dedicated paid staff and equipment producing a variety of products for internal and/or external use with a fee structure.

Some operate at cost recovery and others operate with an allocation or appropriation.

For some, much of the work is for internal customers, while others produce products primarily for external customers, or a combination of both.

This should not be confused with a centralized print area characterized by self-service use of multifunction devices and plotters shared by employees.

\* 14. Based on this definition, does your agency conduct in-plant printing operations?

☐ Yes

☐ No

15. How can Enterprise Services assist your agency in being successful with print management implementation?

☐ Help to facilitate the print management conversation in our agency ☐ Provide consultation regarding print procurement

☐ Provide additional information about print management and managed print services

Other (please specify)

Thank you

**Thank you for taking the 2019 Print Management Status Report Survey. The Department of Enterprise Services will consolidate the responses, publish them to the web, and distribute the statewide report to the Office of Financial Management and the Legislature.**